



Authorized dealer:

**The Sauna Place
1505 Gould Dr.
Cookeville, TN 38506
877-525-3504
Saunaplace.com**

Warranty Terms and Conditions

LIMITED WARRANTY – COMMERCIAL & RESIDENTIAL APPLICATIONS

Cedro Prebuilt/Precut Sauna Rooms

The Sauna Place, manufacturer of the Cedro Prebuilt/Precut Sauna rooms, hereby warrants their prebuilt/precut rooms for a period of five (5) years from the date of purchase for residential indoor applications, and for a period of one (1) year from the date of purchase for commercial and outdoor applications. This applies to the room only, not the heater and control system.

This warranty is non-transferable and shall extend only to the original customer named on the Receipt of Certificate of Warranty. This warranty will be null and void unless the Receipt of Certificate of Warranty is fully completed and mailed to Cedro Sauna within fifteen (15) days of delivery of the prebuilt/precut room and equipment.

This warranty extends to ordinary or normal wear and tear only. This warranty does not extend to any damages resulting from abuse, neglect, or improper use of the sauna room and or equipment. This warranty also does not extend to damage or failure caused by attempted repair or alteration by any person other than a representative from The Sauna Place or their designated repairperson.

Verbal notice of any defective condition should be made to The Sauna Place within fifteen (15) days after discovery of the defect. Failure to give such notice shall void this warranty. Upon receipt of notice of the defect within fifteen (15) days, The Sauna Place or its dealer shall send replacement parts, at no charge. If service is required, call (877) 525-3504 for The Sauna Place or call your dealer.

RECEIPT OF CERTIFICATE OF WARRANTY

(RETURN THIS PORTION TO THE SAUNA PLACE)

Date of Purchase - _____ Room Size - _____

Dealers Name - _____

Date Installed - _____ By - _____

Customer Name - _____

Address - _____

City - _____ State - _____ Zip - _____

TERMS AND CONDITIONS

All prices, terms, specifications and policies are subject to change without notice. Price quotes documented by The Sauna Place will be honored for thirty (30) days.

PRICES

All prices are subject to change without notice and are F.O.B. Cookeville, TN or Oxford, PA, unless otherwise noted. Prices do not usually include applicable sales taxes.

TERMS

Terms are Net 30 days for established *dealer* accounts. A 1½% per month service charge, or 18% annually, will be charged on all overdue balances. Non-current accounts will revert to PREPAID.

Non-commercial customer payment terms are 50% down upon placement of the order. The balance is due prior to shipment. All major credit cards are accepted, and C.O.D. is available as well. Orders pre-paid, *in full*, by check or money order only, can deduct 1%, not including freight.

RETURNS

A Returned Goods Authorization (RGA) form must be obtained from The Sauna Place before any material may be returned. Only items originally purchased within thirty (30) days of the return request and of current standard design will be considered for return. Date of original purchase and invoice number, as well as exact reason for return must be included with the request. All returned materials are to be sent Freight Prepaid and are subject to a 20% restocking fee. The following rules also apply:

- **Sauna Rooms (prebuilt/precut), Custom Door Units, Custom Benching:**
 - The above listed products are manufactured on a per order basis to customer specifications and as such cannot be returned for credit or refund.

DAMAGE/SHORTAGE CLAIMS

Hidden damage and shortage claims must be made to The Sauna Place *within 10 days of receipt of merchandise*. The Sauna Place is not responsible for goods damaged or lost in transit. Please immediately inspect your goods at the time of delivery. When signing the freight company's bill of lading, indicate any and all possible damage. If hidden damage is discovered, you must contact The Sauna Place *within 10 days*.

WARRANTY

All warranties are limited in nature and scope. The Sauna Place hereby warrants their prebuilt/precut rooms against defects in workmanship or materials for a period of five (5) years from the date of purchase for residential indoor applications and one (1) year from the date of purchase for commercial and outdoor applications. This warranty applies to the sauna room only and does not include heaters (excluding Infrared, which components are covered by a 1 year limited warranty), control systems, or accessories. In general, these warranties are restricted to replacement of any defective item at no charge to the customer. Those items sold by The Sauna Place, but manufactured by others, are subject to their respective manufacturer's warranties and policies. In no event shall The Sauna Place be responsible for resulting or consequential damages or costs.

This warranty is *non-transferable* and shall extend only to the original customer named on the Receipt of Certificate of Warranty. This warranty will be null and void unless Receipt of Certificate of Warranty is completed in full and mailed to The Sauna Place within fifteen (15) days of delivery. This warranty extends only to ordinary wear and tear and does not cover damage or wear caused by Acts-of-God, including, but not limited to: fire, flood, extreme weather conditions, and insect or animal infestation. This warranty does not extend to damage resulting from abuse, neglect, or improper use of the sauna room and/or equipment. This warranty also does not extend to damage or failure caused by attempted repair or alteration by any person other than a representative of The Sauna Place or their designated repairperson.

Notice of any defect should be made to The Sauna Place within fifteen (15) days of discovery. Failure to give such notice shall void this and all warranties. Any and all assistance rendered by The Sauna Place or its dealers and representatives shall not extend or revive the warranty. Upon receipt of notice of such defect, the sole obligation of The Sauna Place and its dealers or representatives shall be to send replacements for the defective unit or part:

1. At no charge during the first year,
2. During the extended warranty period covering the unit, at no charge for parts and shipping cost, with a reasonable charge to the customer for any labor costs incurred by The Sauna Place and or its dealers and representatives in any repair or replacement pursuant to this warranty.

Either new or factory recondition parts or units may be used in such repair or replacement. Excepts as otherwise applicable by State Law, shipment of any defective parts or units to and from The Sauna Place shall be solely at the expense of the customer.

If service is required, contact your local Cedro dealer, representative, or contact the sales and service department to The Sauna Place at (877) 525-3504.

PRODUCT LIABILITY

The buyer acknowledges that the goods sold to them by The Sauna Place can cause property damage and personal injury if not properly sized, handled, installed, and used. The buyer further agrees to indemnify and hold harmless The Sauna Place from any and all claims for damage, loss, and/or liability arising from the improper sizing, handling, installation and use of the goods.

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RECEIPT FOR CERTIFICATE OF WARRANTY
(return this form to The Sauna Place)

Date of Purchase - _____ Room Size - _____

Heater Size - _____ Heater Model - _____

Dealers Name - _____

Date Installed - _____ By - _____

Customer Name - _____

Address - _____

City - _____ State - _____ Zip - _____